



## Application Data Sheet

### Application Information

Application number::	10/648,722
Filing Date::	08/25/03
Application Type::	Regular
Subject Matter::	Utility
Suggested classification::	
Suggested Group Art Unit::	
CD-ROM or CD-R??::	
Number of CD disks::	
Number of copies of CDs::	
Sequence Submission::	
Computer Readable Form (CRF)?::	
Number of copies of CRF::	
Title::	System for Business Service Management and Method for Evaluating Service Quality of Service Provider
Attorney Docket Number::	16869N-091300US
Request for Early Publication::	No
Request for Non-Publication::	No
Suggested Drawing Figure::	
Total Drawing Sheets::	28
Small Entity?::	No
Latin name::	
Variety denomination name::	
Petition included?::	No
Petition Type::	
Licensed US Govt. Agency::	
Contract or Grant Numbers One::	
Secrecy Order in Parent Appl.::	No

### **Applicant Information**

Applicant Authority Type:: Inventor  
Primary Citizenship Country:: Japan  
Status:: Full Capacity  
Given Name:: Toshihiro  
Middle Name::  
Family Name:: Nakaminami  
Name Suffix::  
City of Residence:: Zama  
State or Province of Residence::  
Country of Residence:: Japan  
Street of Mailing Address:: c/o Hitachi, Ltd.  
Postal Address Line Two:: Intellectual Property Group  
Postal Address Line Three:: New Marunouchi Bldg.  
Postal Address Line Four:: 5-1, Marunouchi 1-chome  
Postal Address Line Five:: Chiyoda-ku  
City of Mailing Address:: Tokyo  
State or Province of mailing address::  
Country of mailing address:: Japan  
Postal or Zip Code of mailing address:: 100-8220

Applicant Authority Type:: Inventor  
Primary Citizenship Country:: Japan  
Status:: Full Capacity  
Given Name:: Makoto  
Middle Name::  
Family Name:: Kitagawa  
Name Suffix::  
City of Residence:: Fujisawa

State or Province of Residence::  
Country of Residence:: Japan  
Street of Mailing Address:: c/o Hitachi, Ltd.  
Postal Address Line Two:: Intellectual Property Group

Postal Address Line Three:: New Marunouchi Bldg.  
Postal Address Line Four:: 5-1, Marunouchi 1-chome  
Postal Address Line Five:: Chiyoda-ku  
City of Mailing Address:: Tokyo  
State or Province of mailing address::  
Country of mailing address:: Japan  
Postal or Zip Code of mailing address:: 100-8220

Applicant Authority Type:: Inventor  
Primary Citizenship Country:: Japan  
Status:: Full Capacity  
Given Name:: Susumu  
Middle Name::  
Family Name:: Kobayashi  
Name Suffix::

City of Residence:: Kawasaki

State or Province of Residence::  
Country of Residence:: Japan  
Street of Mailing Address:: c/o Hitachi, Ltd.  
Postal Address Line Two:: Intellectual Property Group  
Postal Address Line Three:: New Marunouchi Bldg.  
Postal Address Line Four:: 5-1, Marunouchi 1-chome  
Postal Address Line Five:: Chiyoda-ku  
City of Mailing Address:: Tokyo  
State or Province of mailing address::  
Country of mailing address:: Japan  
Postal or Zip Code of mailing address:: 100-8220

Applicant Authority Type:: Inventor  
Primary Citizenship Country:: Japan  
Status:: Full Capacity  
Given Name:: Toshiaki  
Middle Name::

Family Name:: Tokunaga  
Name Suffix::  
City of Residence:: Yokohama  
State or Province of Residence::  
Country of Residence:: Japan  
Street of Mailing Address:: c/o Hitachi, Ltd.  
Postal Address Line Two:: Intellectual Property Group  
Postal Address Line Three:: New Marunouchi Bldg.  
Postal Address Line Four:: 5-1, Marunouchi 1-chome  
Postal Address Line Five:: Chiyoda-ku  
City of Mailing Address:: Tokyo  
State or Province of mailing address::  
Country of mailing address:: Japan  
Postal or Zip Code of mailing address:: 100-8220

### **Correspondence Information**

Correspondence Customer Number:: 20350

### **Representative Information**

Representative Designation::	Representative Number::	Representative Name::
Primary	27,431	Robert C. Colwell

### **Domestic Priority Information**

Application:: Continuity Type:: Parent Application:: Parent Filing Date::

### **Foreign Priority Information**

Country::	Application number::	Filing Date::
Japan	2003-174234	06/19/03

### **Assignee Information**

Assignee Name:: Hitachi, Ltd.  
Street of mailing address:: 6, Kanda Surugadai 4-chome, Chiyoda-ku

City of mailing address:: Tokyo

State or Province of mailing address::

Country of mailing address:: Japan

Postal or Zip Code of mailing address::